

Help Services

User Services Directorate

Monthly Status Report

Period covered January-February 2019

Management Summary

CSE

- Our Customer Service Excellence accreditation took place on 05 February. The assessor enjoyed another packed schedule, visiting the new Law Library and ML Helpdesk, as well as meeting students, site staff and partners. We are very pleased with the outcome, gaining 4 extra Compliance Plus awards, to bring the total to 9. Staff involvement in improvements was one of these 'gold star' awards, as well as partnership working, senior staff investment in customer service and involvement in user experience. The section has also invested in trying to understand Service Design and how we can involve our users with our processes.

Opening Hours

- The Main Library resumed semester hours on Saturday 05 January.
- The Vet and Medical Libraries resumed semester hours on Monday 07 January.
- Moray House Library opened for extended hours of 9 – 8, Monday – Thursday, during the pre-semester week of 7 – 13 January, resuming usual semester hours on 14 January.
- All other site libraries resumed semester hours on Monday 14 January.

Start of Semester

- Successfully distributed c. 1200 new student cards from 9 January. Production was wholly undertaken by the Main Library Card Team.

Activities completed:

Moray House Library

- The turnstile gate from the Law Library at DHT was installed at the entrance to Moray House Library on 4 Feb. The exit gate is yet to be supplied and fitted.
- The lighting survey for Moray House Library has recommenced with a view to updating the lighting throughout over the summer.

Activities Planned for next period:

Moray House Library

- The exit gate will be installed and fitted at the beginning of March. The entrance turnstile's swipe will be activated at the same time. Library users will have to get used to using their cards for access during the day. We have communicated the change for users by putting up advance signage and by using social media.

- Our well-used map collection had outgrown the space it was in. We took the opportunity to reorganise the collection using spare shelving we already had.
- 5 new student loan laptops received and in circulation.

Law Library

- The move of the Law Library from its temporary home in DHT to its new location in Old College took place during the period of 3 January to 13 January. This was the culmination of 6 years of planning and stock work that has seen the on-site collection reduced by approximately 1 500 linear metres of stock through weeding, de-duplication and relocation of journals to the Library Collections Facility. The contents of the Gordon Duncan Room, which is to house the Special Collection items, are still being held at the University Collections Facility.
- Business Moves Group moved approx. 2 227 linear metres of stock into the Senate Room, Ground Floor, Mezzanine and Lower Ground Floor of the library. Prior to the stock move the locations and shelving had been marked up in both libraries to ensure that stock went to the correct locations. As there was no spare capacity or room for error it was exciting to see it all go in to plan.
- Library staff volunteered to do extra hours which included the weekends of 3/4 and 12/13 January to help with the move and to learn the new layout. The only interruption to Library Services was the closure of the Library on Saturday 12 and Sunday 13 January. The Library opened in Old College at 9.00 am on Monday 14 January with all Help Services running and all equipment and stock in place.
- The Reserve collection now has new RFID Self Service machines and RFID detection gates. This is the first time that the Library has had an integrated area for Reserve books.
- New MFDs have been installed, two in the Reserve and one on the Lower Ground Floor.

- An extensive stock edit will be carried out at Moray House Library over the next 2 months using reports generated from Alma Analytics. This will free up much-needed room on the shelves and make the collection more relevant to current courses.
- The Small Capital Works signage project for new and comprehensive Library signage has been restarted and is being retendered.

Law Library

- Staff to carry out more permanent labelling of book stacks and directional information in the Library.
- With regard to the 2 new self-issue/return units, a workaround has been applied to facilitate use and permanent solution is being sought with the supplier.

ECA Library

- We intend to launch our user survey in the week beginning 11 March, the intention being to run it until the start of Spring Teaching Vacation initially. It will be promoted at the Helpdesk and throughout the library including on our new books display.

Lady Smith of Kelvin Veterinary Library

- Approval was obtained to begin work on withdrawing some titles from the Reference section. This work will begin once space has been created in the Specimen Store to house withdrawn/relegated items.

Medical Libraries

- Meetings have been arranged in April to discuss further plans of the library move at the Western General Hospital to within the Medical Education Centre.

- The Library has been very busy with visitors coming to admire the Senate Room, octagonal book stacks and the furniture. There have been visits from Richard Lochhead MSP and the Principal, General Council members, retired staff and groups of staff from Sites and the Main Library. The volume of the enquiries at the Helpdesk can be seen in the Quick Call statistics that show a four-fold increase in questions, particularly those relating to the building and facilities.
- There have been the inevitable 'snagging issues' that have been reported to the Project Manager.

ECA Library

- 42 new desk lamps were installed at individual study desks in ECA library on 27 February. We have received several positive comments from users in response to this improvement to the library environment.
- ECA library also received 5 new student loan laptops, now in circulation.

Murray Library

- Five open access PCs, two quick use PCs, four DiscoverEd search point PCs and the EASE registration/password reset PC were upgraded with newer PCs from KB Centre and DHT on 8 January.
- 3 boxes of withdrawn books were collected by Anybook on 17 January.
- Five new Windows 10 laptops were added into circulation at the Murray Library on 13 February.
- Resource Lists team had a stall in the Murray Library on 26 February (11am – 1pm) as part of the Resource Lists Week 2019.

Lady Smith of Kelvin Veterinary Library

- A new MFD was delivered and installed in the Vet Library on 30 January.

Libchat

- Training of staff will take place at the end of March and beginning of April and the service is due to launch on 22 April.

IT Support Desk

- Start the recruitment process once funding decisions have been made.

Ucreate

- Create a plan for uCreate PCs at Main Library due to be replaced.
- Poster printer at Vet school to be made operational

Eduroam App

- Complete final report for ongoing viability and business case.
- Release updated version of app

Occupancy Sensors

- Agree a time for the batteries in the sensors to be replaced.

Staff DCS

- Compile a service overview

Social Media

- The team will design bespoke social media gifs to promote alternative study spaces during exam period.
- All members of the Instagram team will post regular Instagram stories.

- The transfer of videos from VHS to DVD continued. So far 40 titles have been transferred.
- The Vet library helpdesk team has been supporting Main Library ILL staff in processing ML ILL requests during the extended absence of a member of staff.

Medical Libraries

- New Xerox MFDs were delivered and installed in WGHL on 25 January and in RIL on 29 January.
- Self-issue/return machine was relocated and installed in WGHL on 18 February.
- Helpdesk staff have been processing ILL requests for WGHL and RIL and also processing Main Library ILLs.
- The Help Services Team Manager attended the Operational Meeting for NHS Lothian Librarians & Edinburgh University Academic Support Librarians on 12 February in Argyle House.
- A meeting was held on 30 January between managers from Help Services and Academic Support Librarians to discuss the move of the library at the Western General Hospital to within the Medical Education Centre.

Inter Library Loans

- ILLIAD 9 was installed on selected PCs at Murray, Vet, WGH and RI libraries

LibChat

- Progress was made with preparations for the introduction of the library chat service, with two Main Library Helpdesk Supervisors taking on the preparation of training materials and testing the widget on the DiscoverEd sandbox.

Staff Disability Computing Support

- Operating as normal

IT Support Desk

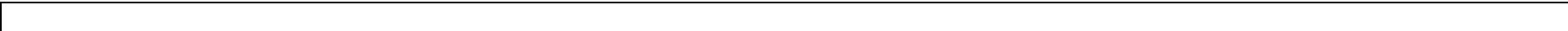
- Probation meetings for new staff now complete.
- Semester 1 report completed.
- Power BI Desktop now implemented for reporting IT Support Desk stats in an improved and more visible way.
- 864 quick calls reported over this period.

uCreate

- Plasma screen in uCreate is now operational
- Printing kiosk request has been submitted to desktop services
- Poster printer unloading paper being investigated

Student Disability Computing Support

- Sensors deployed in 7 study rooms to measure occupancy at the request of the Disability Information Officer.
- Accessible computers successfully migrated to Windows 10, with only the vet school library machine yet to be migrated.



Appendix

Statistics:

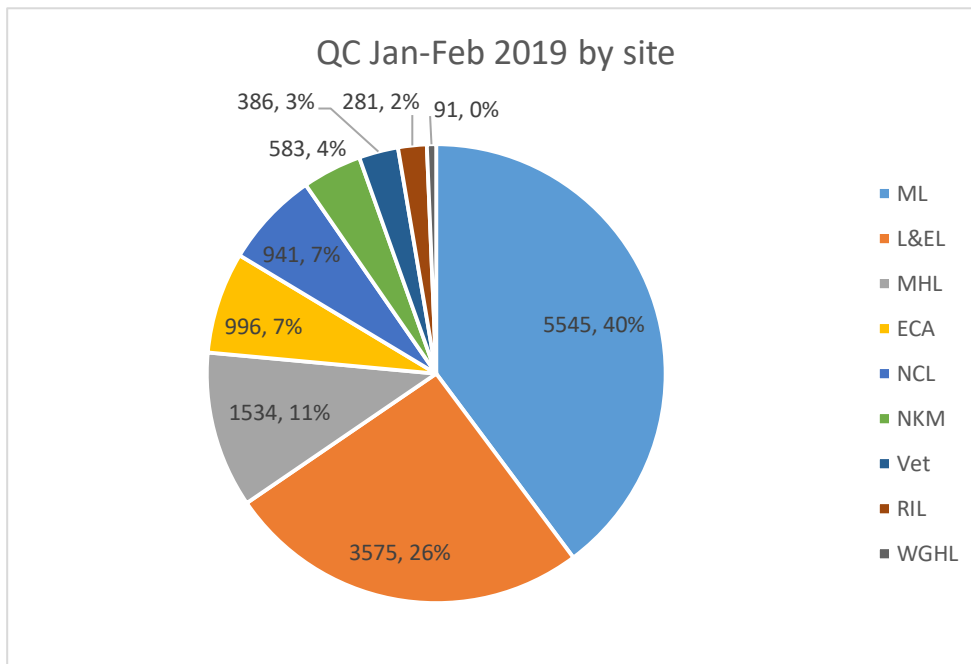
ML Book sorter usage for 01 January-28 February 2019 *				
Day	External sorter *	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	613	3282	4364	8259
Tuesday	547	2726	3430	6703
Wednesday	579	2339	3160	6078
Thursday	525	2445	3445	6415
Friday	377	1657	2580	4614
Saturday	200	1237	1894	3331
Sunday	173	1539	2071	3783
Total	3014 *	15225	20944	39183
%	8% *	39%	53%	100%

*due to technical problems, the figures for the External sorter cover the period 29 January-28 February 2019 only

Quick Call Statistics Jan-Feb 2019

- The Library Helpdesks logged a total of 13932 Quick Calls in Jan-Feb 2019.
- The Main Library Helpdesk recorded a higher volume of enquiries than in Nov-Dec but saw its share of the total fall from 46% to 40% due mostly to a dramatic increase in Quick Calls at the Law Library, which is discussed in more detail below.
- Most of the other Helpdesks were also busier than in Nov-Dec, albeit with less dramatic increases.

Figure 1: Quick Call totals by library Helpdesk site Jan-Feb 2019



Top 10 Quick Calls Jan-Feb 2019

- Table 1 shows the top 10 enquiries across the library Helpdesks during the period Jan-Feb.

Table 1: Top 10 Quick Calls Jan-Feb 2019: all Helpdesks

Rank	Standard Solution	No	% of total
1	Direction/information	1461	10.5%
2	Finding material: locating material on the shelf	1375	9.9%
3	Card: Queries	1306	9.4%
4	Circulation: enquiries	1235	8.9%
5	Circulation: self-issue/self-return	1088	7.8%
6	Buildings and facilities	711	5.1%
7	Finding material	581	4.2%
8	Lost property	469	3.4%
9	IT help: Helpdesk	370	2.7%
10	Stationery/equipment loan	370	2.7%

Law Library Quick Calls for Jan-Feb 2019

- The Law Library logged a total of 3575 Quick Calls over Jan-Feb 2019, which is nearly 4 times the total of 920 for Jan-Feb 2018. The relocation of the service to the new Law Library in Old College is the major contributing factor to this significant increase. Comparing the top 10 enquiries for Jan-Feb 2019 and Jan-Feb 2018 reveals some major differences that illuminate specific areas where the move has had an impact.
- Some initial problems with the RFID self-issue machines required staff assistance with loans and returns, leading to a much higher number of self-issue/return Quick Calls than normal.
- The high volume of enquiries about direction/information, buildings and facilities, and locating material on the shelf all demonstrate the important role of the Law Helpdesk in providing support to users finding their way around a new environment. The Law Library Services Manager advises that the new library has attracted large numbers of new users from beyond the School of Law, who require direction to facilities like toilets and drinking water. The manager and her team have already taken practical steps to address some issues: for example, providing finding aids for the new octagonal shelf layout and promoting this assistance to users with a post on Instagram.
- Looking at changes from January to February of this year suggests that some of the impact of the new library is still developing. Most prominently, Quick Calls about behavioural use of facilities by users doubled from 59 in January to 122 in February. They accounted for 5.1% of Law Quick Calls in Jan-Feb 2019 compared to 1% in Jan-Feb 2018. If this becomes a continuing trend, it may indicate that attention is needed to some aspects of user behaviour.

Table 2: Top 10 Quick Calls Jan-Feb 2019: Law Library Helpdesk

Rank	Standard Solution	No	% of total
1	QC Circulation: self-issue/self-return	560	15.7%
2	QC Direction/information	537	15.0%
3	QC Buildings and facilities	457	12.8%
4	QC Finding material: locating material on the shelf	376	10.5%
5	QC Access: Day passes or ID check	231	6.5%
6	QC Circulation: enquiries	201	5.6%
7	QC Behavioural use of facilities	181	5.1%
8	QC Opening hours	145	4.1%
9	QC Door access problems	140	3.9%
10	QC Finding material	104	2.9%

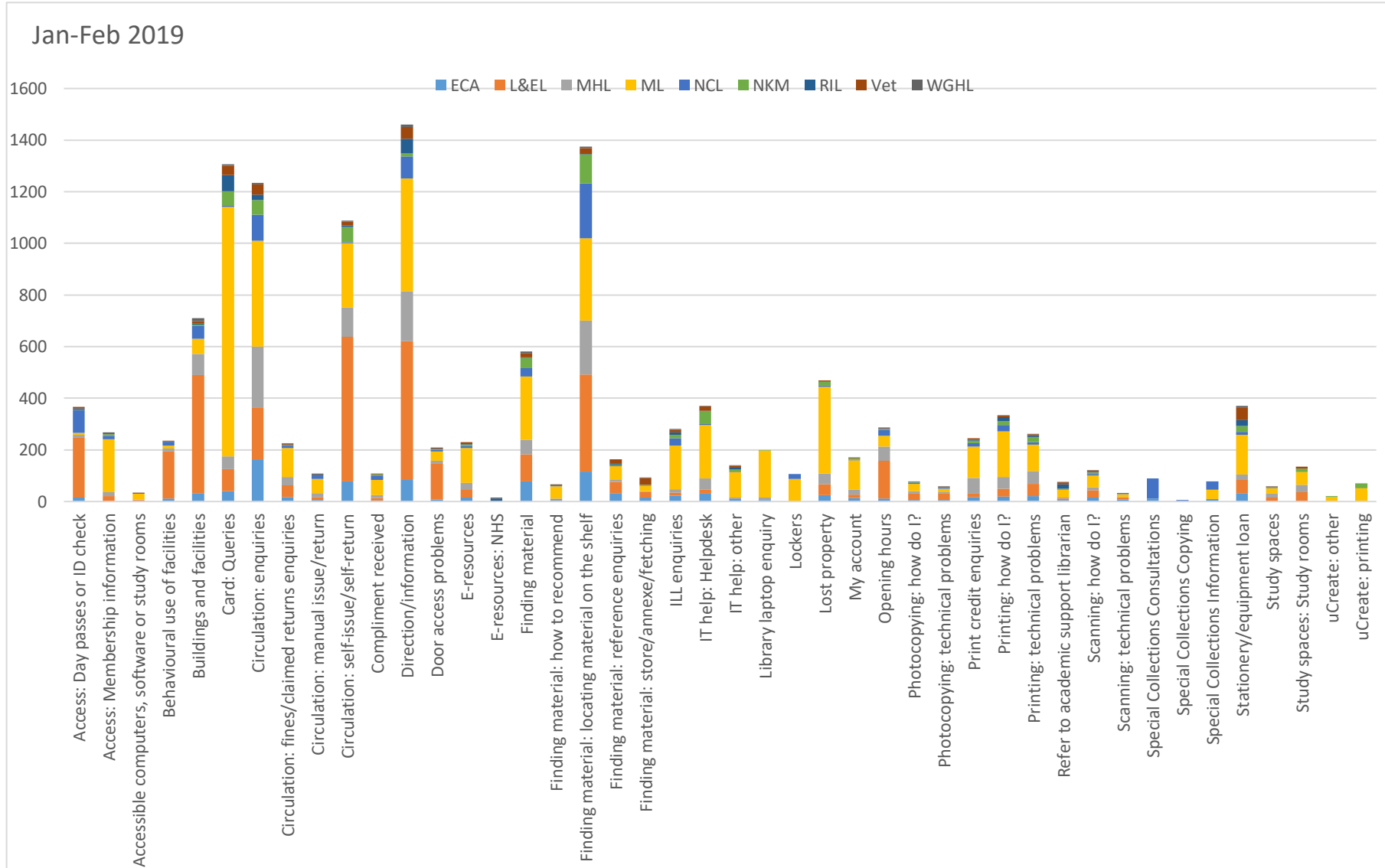
Table 3: Top 10 Quick Calls Jan-Feb 2018: Law Library Helpdesk

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	171	18.6%
2	Access: Day passes or ID check	107	11.6%
3	Circulation: enquiries	77	8.4%
4	Opening hours	67	7.3%
5	Circulation: self-issue/self-return	66	7.2%
6	Finding material	50	5.4%
7	Buildings and facilities	41	4.5%
8	Lost property	33	3.6%
9	Direction/information	31	3.4%
10	Finding material: reference enquiries	23	2.5%

Complete breakdown of library Helpdesks Quick Calls for Jan-Feb

Figure 2 shows a complete breakdown of Quick Call enquiries across all library Helpdesks for Jan-Feb.

Figure 2: Complete breakdown of Helpdesks Quick Call enquiries for Jan-Feb 2019



Main Library Reception Quick Calls Jan-Feb 2019

- The Main Library Reception team recorded 6007 Quick Calls in Jan-Feb. This was slightly higher than the total for the Main Library Helpdesk. Figure 3 shows the ML reception total in the context of the totals for the Library Helpdesks.
- As shown in Table 4 nearly half of these enquiries (2794) related to day passes or ID check - a very similar proportion to that in the Nov-Dec 2018 figures.
- The ranking of most common enquiries also demonstrates the focus of the Reception role on a number of core services relating to admissions. The top 5 Quick Calls for Reception in Jan-Feb 2019 account for 87% of the total, whereas the top 5 across the Library Helpdesks account for 47%, illustrating the wider range of less frequent enquiries answered.

Figure 3: Quick Call totals by site including Main Library Reception Jan-Feb 2019

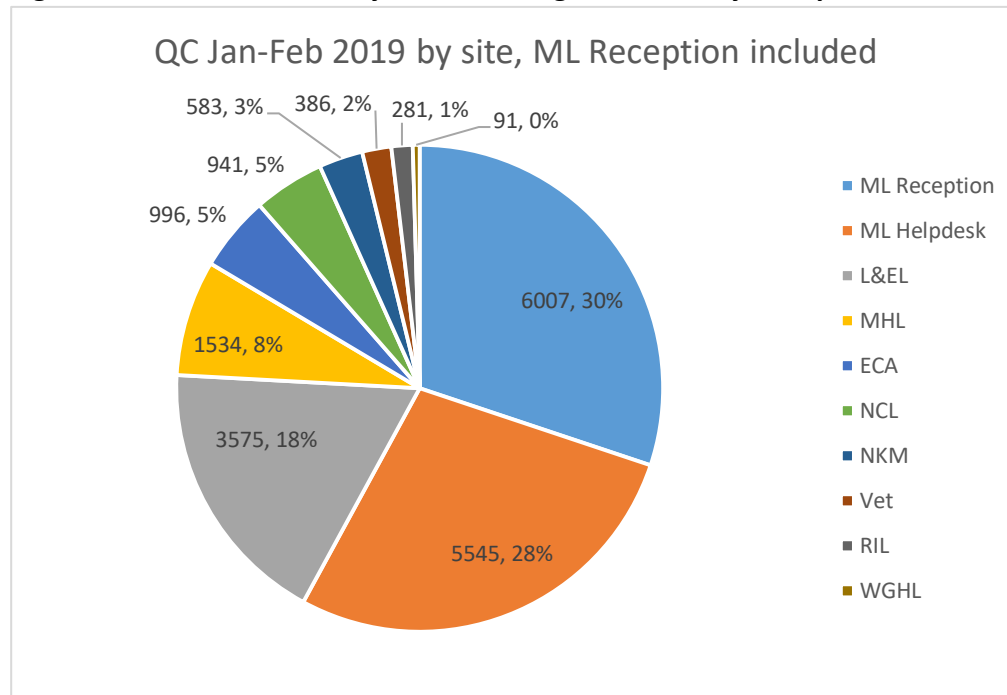


Table 4: Main Library Reception Quick Calls Jan-Feb ranked by total

Rank	Standard Solution	No	% of total
1	Access: Day passes or ID check	2794	46.5%
2	Refer to library Helpdesk	844	14.0%
3	Card: Queries	673	11.2%
4	Membership enquiry: services	558	9.3%
5	Membership enquiry: how do I join?	355	5.9%
6	Welcome Desk duties (in person)	352	5.9%
7	Direction/information: library-related	151	2.5%
8	Door access problems	87	1.4%
9	Lost property	84	1.4%
10	Direction/information: not library-related	51	0.8%
11	Child access	22	0.4%
12	Compliment received	15	0.2%
13	Circulation: self-issue/self-return	10	0.2%
14	IT help: other	10	0.2%
15	Access restrictions (exam period)	1	0.01%

IT Support Desk Quick Call Statistics

Month	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr-18	May-18	June-18	July-18	August-18	Academic Year Total
Quick Call Monthly Total	2383*	1077*	621*	232*	597*	384**	533* (ML) 117 (KB)	461*	317*	330	364	278	7247
Month	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr-19	May-19	June-19	July-19	August-19	Academic Year Total
Quick Call Monthly Total	2550	1083	744	317	677	207							5578

* Quick Call Numbers have been updated using Unidesk reporting. **Feb 18 calls numbers have been impacted by university closure and quick call upgrade.

uCreate Poster Printing Usage

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
uCreate ML: Poster-Plain													
2018 / 19	94	163	221	555	139	86	247						
2017 / 18	28	35	52	226	46	26	89	57	71	147	139	82	998
2016 / 17	66	152	122	336	146	50	229	315	152	159	142	73	1942
2015 / 16	111	123	90	234	110	42	193	297	158	192	78	54	1682
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48	1562
uCreate ML: Poster-Glossy													
2018 / 19	63	72	109	115	31	17	90						
2017 / 18	74	41	73	98	15	32	66	80	63	53	55	38	688
2016 / 17	24	41	49	114	41	11	44	77	64	40	57	17	579
2015 / 16	33	28	N/A	90	99	25	56	82	61	46	29	9	497
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	N/A	401
uCreate KB: Plain													
2018 / 19	20	18	22	21	8	11	90						
2017 / 18	24	17	42	27	12	15	98	59	26	19	31	11	381
2016 / 17	4	17	28	33	9	5	68	60	17	27	16	7	291
2015 / 16	6	17	8	29	13	6	46	40	21	15	11	8	220
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14	243
uCreate ML: Poster-Plain-1 (formerly uCreate KB – GLOSSY)* ENDED													
2017 / 18	40	121	130	401	87	57	146	167	189	98	N/A	N/A	1436
2016 / 17	22	8	26	14	9	2	13	8	12	8	10	10	142
2015 / 16	14	12	3	9	5	4	32	15	11	7	5	1	118
2014 / 15	11	3	1	7	13	3	14	9	14	7	5	4	91

* Plotter replaced, now

uCreate Software Usage

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Tot
Adobe Photoshop													
2018 / 19	269	624	366										
2017 / 18	659	297	479	817	380	277	728	668	755	857	342	365	6624
2016 / 17	60	*19	*126	454	**69	**65	411	324	441	448	380	210	3007
2015 / 16	127	102	90	10	155	44	172	99	98	264	158	50	1369
2014 / 15	883	811	518	433	272	480	209	677	651	738	375	588	6635
Adobe Illustrator													
2018 / 19	113	86	167										
2017 / 18	181	153	180	180	79	129	301	218	217	255	107	97	2097
2016 / 17	10	*n/a	*n/a	*n/a	**0	**n/a	201	235	153	115	74	70	858
2015 / 16	105	54	190	142	49	15	39	27	18	42	10	28	719
2014 / 15	98	117	76	89	76	74	46	148	187	123	85	59	1178
Adobe InDesign													
2018 / 19	139	119	42										
2017 / 18	61	43	129	198	133	47	99	102	148	229	229	142	1560
2016 / 17	6	*n/a	*n/a	53	**11	**7	63	122	176	166	77	10	691
2015 / 16	42	26	38	67	66	63	13	16	37	37	11	2	418
2014 / 15	74	81	62	54	93	68	43	76	178	63	31	24	847
Adobe Premiere Pro													
2018 / 19	57	20	42										
2017 / 18	48	16	36	84	15	42	40	41	56	57	69	21	525
2016 / 17	4	*n/a	*n/a	36	**9	*11	67	94	70	53	44	105	493
2015 / 16	7	5	15	8	13	0	2	2	1	3	22	32	110
2014 / 15	74	5	1	28	23	13	40	73	29	40	19	31	376
Adobe Acrobat													
2018 / 19	802	1103	884										
2017 / 18	18	0	0	67	631	577	883	980	1410	1283	747	453	7049
2016 / 17	208	*n/a	*n/a	1763	1988	893	2120	2543	2624	2002	1094	15	15250
2015 / 16	1752	1210	2436	2386	1717	751	620	630	777	538	285	272	13374
2014 / 15	2131	2362	2759	2547	1289	1700	1520	3129	2675	2595	1181	1146	25034

Datastream removed from uCreate PCs Summer 2018 only three in total, 1 at KB, 2 at ML

Social media:

Statistics for 01 January to 28 February

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	3530	2500	1193	1129
New Followers	109	80	33	39
Posts	148	57	38	56
Interactions	162, 104	105, 704	21270	2939

Current Followers = Number of followers on the last day of the month

New Followers = Number of new followers for this month

Posts = Number of posts, tweets/retweets done by Helpdesk staff this month

Interactions = All interactions including post likes, comments, replies, link clicks, profile visits, views of posts and shares of posts.

N.B. We do not have access to the numbers of views for Instagram posts. Only likes, comments, views and shares.